



JOB TITLE: Vice President of Community Relations and Development

SALARY RANGE: \$79,894 - \$135,820

OPENING DATE: March 24, 2017

CLOSING DATE: UNTIL POSITION IS FILLED

WORK HOURS: 8:00 a.m. – 5:00 p.m.

JOB SUMMARY: This position is a leadership position for Visit San Antonio (VSA) and serves on the Executive Management Team. This role will lead the organization in optimizing partner engagement, community, corporate, and government relations to drive revenue and exceptional customer (partner) experience.

This position is accountable for providing strategic direction and operational leadership for the Partner and Community Relations Department to include the Director of Partner and Community Relations, Director of Industry and Government Relations, Director of Partner and Community Development, and the Partner Relations Coordinator. This leadership role requires a wide range of motion including but not limited to providing vision, strategic direction, revenue development, and providing strong customer (partner) facing communication, and engagement. The position must also coordinate with other Executive Management Team members in order to achieve organizational goals and priorities. This position will report to the Chief Administrative Officer.

Currently Visit San Antonio is in final transition steps moving from a City of San Antonio Department to the newly formed 501c6 organization. A priority of the Board of Directors and staff leadership is to create a strategic revenue plan in order to grow the organization's overall budget. It may or may not include a traditional membership model. This role will be an integral part in developing, and activating this revenue plan.

As a new department of the organization, this role will require hands on, grassroots, and innovative thinking.

ESSENTIAL JOB FUNCTIONS:

- Prepare and manage department's annual budget
- Management to include annual evaluations and planning for department staff
- Oversee partner programs such as organization's Annual Meeting, Certified Tourism Ambassadors, National Travel and Tourism Week, etc.
- Development and achievement of department's strategies, goals, and metrics
- Address the value of major San Antonio non-hospitality business corporations or organizations for possible marketing/revenue opportunities to include strategic partnership development.
- Development and creation of partner value proposition, packaging, and overall partner/membership and departmental structure
- Evaluate and assess VSA's assets for package/benefits creation
- Develop partner/member service system framework i.e. partner levels, deliverables, etc.
- Analyze industry trends and use data to help guide department initiatives
- As needed, will serve as a spokesperson to local media, community presentations, etc.
- Attend related business functions and conferences to develop and expand partnership base.
- Develop and implement special programs and benefits for new partners designed to attract, cultivate, and help educate them on the benefits of VSA events and programs.

- Travel as needed, to industry conferences or other to obtain information on programming that will enhance VSA's development efforts and partner retention.
- Staff Liaison to the Industry Relations and Partner Relations Board Committees
- Management and oversight of partner database, website, communications and other department tools as needed.
- Other duties as assigned

JOB REQUIREMENTS:

- Bachelor's degree from an accredited college or university
- Five years of increasingly responsible relevant experience
- Valid Class 'C' Texas Driver's License

KNOWLEDGE SKILLS AND ABILITIES:

- Management, customer service experience.
- Knowledge of the destination and an existing local professional network preferred.
- Ability to produce results through persuasion, negotiation, and consensus building.
- Analytical and process-oriented mindset with desire for continuous learning and improvement.
- Enthusiastic and creative innovative leader with the ability to inspire others.
- Excellent communication and presentation skills (1-on-1, in group settings, and executive level)
- Association Membership/Partnership experience preferred.
- Government Relations knowledge preferred.
- Business Development experience.
- Collaborative Leadership Style.

PHYSICAL REQUIREMENTS:

Physical requirements include visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate computer keyboard. Subject to sitting, standing, lifting and walking to perform the essential functions.

TO APPLY: Email resume and cover letter to jobs@visitsanantonio.com